

# STATE OF CALIFORNIA



STATE OF CALIFORNIA  
Franchise Tax Board

## TAX PROGRAM SUPERVISOR DEPARTMENTAL PROMOTIONAL EXAMINATION

Location: Sacramento

Final Filing Date: August 31, 2016

### MISSION STATEMENT

**Mission of the Franchise Tax Board:** Our mission is to provide the services and information to help taxpayers file accurate and timely tax returns and pay the proper amount owed. To accomplish this mission, we develop knowledgeable and engaged employees, administer and enforce the law with fairness and integrity, and responsibly manage the resources allocated to us.

### EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

### DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

### WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated below may apply for this examination. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

This is a promotional examination for Franchise Tax Board (FTB). In order to take this examination:

1. Applicant must have a permanent civil service appointment without a break in service, with the Franchise Tax Board, by the final filing date; **or**
2. Applicant must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; **or**
3. Applicant must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; **or**
4. Applicant must be a person retired from the United States Military, honorable discharged from active duty with a service-connected disability; or honorably discharged from active duty as defined in Government Code Section 18991. **Veterans must provide a copy of their DD214 for entrance requirements.** Please attach your DD214 to your application. **Veterans' preference will not be granted in promotional examinations.**

For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former FTB employees may be allowed to compete under the provisions of Rule 235.

Bulletin Release Date: August 17, 2016

6FT20 –CX94 – 9589

## FILING INSTRUCTIONS

**FINAL FILING DATE TO SUBMIT AN APPLICATION: AUGUST 31, 2016**

Applications (STD. 678) are available at CalHR's website [www.jobs.ca.gov](http://www.jobs.ca.gov) or FTB's website at [www.ftb.ca.gov](http://www.ftb.ca.gov).

Applications can be filed either:

**In Person:**

Franchise Tax Board  
9646 Butterfield Way  
Sacramento Bldg., Exam/Certification Unit  
Sacramento, CA 95827

**By Mail:**

Franchise Tax Board  
ATTN: Exam/Certification Unit  
P.O. Box 550  
Sacramento, CA 95812-0550

**APPLICATIONS MUST CONTAIN ORIGINAL SIGNATURES AND MUST BE SUBMITTED TO THE ADDRESS INDICATED ABOVE.**

Applications (STD.678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted.

**NOTE: TO TAKE THIS EXAMINATION, YOU MUST PROVIDE AN EMAIL ADDRESS ON YOUR APPLICATION.**

The Qualification Assessment (QA) exam link will be sent to the email address you provide. All examination notifications (except the QA link) will be sent by mail.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact Franchise Tax Board (FTB), Examination/Certification Unit at (916)845-3608, or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 from TTY phones and (800) 735-2922 from voice phones.

Additionally, please select the "Reasonable Accommodations" box when filling out the application.

## SALARY

\$3,242.00 - \$4,061.00

## ELIGIBLE LIST INFORMATION

A departmental, promotional merged list will be established for the Franchise Tax Board. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. List eligibility will expire 12 months after it is established. Competitors will be able to retake the exam (Qualifications Assessment) after 9 months to reestablish list eligibility.

**NOTE: In order to maintain list eligibility, competitors must participate in the current exam administration.**

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

Applications/resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

**Applications/resumes received without this information may be rejected.**

**NOTE:** It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

## MINIMUM QUALIFICATIONS

### Either I

In the California state service, one year of experience in the Franchise Tax Board performing duties equivalent to those of a Tax Program Technician I, Franchise Tax Board, which provides knowledge of the regulations and policies governing the tax and non-tax programs of the Franchise Tax Board.

### Or II

In the California state service, two years of experience in the Franchise Tax Board performing duties of a Tax Program Assistant, Range C.

### Or III

Three years of experience in a governmental, financial or private organization in one or a combination of the following:

1. Extensive customer/public contact with primary responsibility for receiving, resolving or adjusting customer accounts, including the ability to resolve collection accounts and interpret technical or regulatory information. **or**
2. Activities, which provide knowledge of the regulations and policies governing the tax and non-tax programs of the Franchise Tax Board.

(Experience in the California state service applied toward these requirements must include at least one year of experience performing a variety of work which provides knowledge of the various tax and non-tax programs administered by the Franchise Tax Board at a level equivalent to Tax Program Technician I, Franchise Tax Board, or supervising the work of a small group of employees.)

**NOTE:** Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either I," "or II," "or III," etc., unless otherwise stated.

## PROOF OF EDUCATION

Applicants using education to meet the minimum requirements must provide a copy of their diploma, official/unofficial transcript, statement and/or evaluation from an accredited U.S. college or university with their examination application. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

## FOREIGN DEGREES

Applicants with foreign transcripts must provide an official/unofficial foreign transcript evaluation that indicates the number of units to which his/her foreign course work is equivalent. FTB accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teachers Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: [www.ctc.ca.gov](http://www.ctc.ca.gov).

**NOTE: All documents submitted become the property of the FTB. Do not submit original diplomas with the examination application.**

## POSITION DESCRIPTION

A Tax Program Supervisor plans, organizes, and directs the work of varied and extensive processing and service units engaged in clerical- and technical-related activities. Incumbents may approve and review work or procedures and assist with making decisions on operational and personnel issues; coordinate the flow of work between units within the department; review, evaluate and make recommendations to policy and operating procedures; assist with defining budgetary needs, and evaluate employee performance and take/recommend actions.

**Position(s) exist in Sacramento.**

## EXAMINATION INFORMATION

### Qualifications Assessment -- Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

**CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT BY THE DUE DATE WILL BE DISQUALIFIED.**

**NOTE:** If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that candidates take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement.

## SELECTION PLAN

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email the **week of October 5, 2016**, which will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination. **It is the candidate's responsibility to read the letter that is enclosed with their acceptance notice which provides specific instructions/dates about the QA link. It is also the candidate's responsibility to contact Franchise Tax Board's Examination/Cert Unit at (916) 845-3608 if they have not received the QA link by the date indicated on the letter.**

## SCOPE OF EXAMINATION

Candidates should be prepared to answer pre-determined, job-related questions identified under the Knowledge, Skills, Abilities, and Personal Characteristics.

## KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

### Knowledge of:

1. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.
2. The internet, email, and other basic PC functions to conduct work related activities.
3. Provisions of the rules, regulations, organization, and procedures of the Franchise Tax Board in order to perform necessary job requirements.
4. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
5. The State discipline evaluation process to ensure appropriate progressive discipline principles are utilized.
6. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group or division.
7. Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.
8. Management's role in the Equal Employment Opportunity Program to promote Equal Employment Opportunity policies and goals and provide a harassment free work environment.
9. Basic mathematical operations (e.g., addition, subtraction, multiplication, division, percentages) to review and process workloads.
10. Provisions of the rules, regulations, organization and procedures of the Franchise Tax Board to educate taxpayers and/or staff.

11. Current office methods, technologies, and equipment to perform work tasks.
12. Principles and processes for providing customer service, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
13. Principles and techniques used to reinforce and reward positive performance to recognize and promote acceptable and superior performance of subordinate employees.
14. Departmental and unit procedures and guidelines to complete workloads in compliance with Franchise Tax Board standards.
15. Decision-making techniques and processes to identify and make appropriate decisions from a variety of alternatives.
16. Current management and leadership theories, techniques, and applications to ensure that strategies employed in the supervision and oversight of the work unit are effective and appropriate.
17. Training methods and techniques to determine staff training needs and determine appropriate training opportunities to meet identified needs.

**Ability to:**

1. Maintain confidentiality to ensure compliance with the applicable laws related to taxpayer privacy and/or staff (e.g., the Information Practices Act).
2. Work cooperatively and productively as a member of a team to achieve a common goal.
3. Verbally communicate using the English language to effectively convey information.
4. Write memos and/or letters using proper grammar, punctuation, and sentence structure.
5. Provide clear and accurate instructions and directions to individuals with varying levels of understanding.
6. Be objective and flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
7. Listen carefully and give full attention to what other people are saying, taking time to understand the points being made, and asking questions when appropriate without interruption.
8. Establish and maintain cooperative and professional relationships with other departmental staff, outside agency personnel, contractors, customers, and/or the public.
9. Organize and manage time to maintain workflow and meet deadlines.
10. Write effectively using the English language to convey information.
11. Recognize potential conflicts and/or problems in the work environment and know where to direct concerns.
12. Serve as a team leader to direct team members to achieve desired goals.
13. Multi-task and manage multiple changing, complex and/or competing priorities to complete tasks in appropriate timeframes.
14. Learn to use personal computer systems and software applications in the performance of work.
15. Work under the pressure of tight timelines when completing projects or assignments.
16. Make appropriate decisions based upon the facts and information available.
17. Prioritize assignments and projects to ensure completion within established timeframes and by expected deadlines.
18. Accept constructive feedback regarding work products and practices to continually improve work performance.
19. Manage, lead, and enable the process of change and transition while helping others deal with the effects.
20. Write reports, policies, and/or procedures using proper grammar, punctuation, and sentence structure.
21. Use word processing software (e.g., Microsoft Word) to develop written documents, such as memos, letters, and reports.
22. Build consensus and agreement with staff to resolve issues involving differing opinions and viewpoints.
23. Analyze and evaluate situations and information logically to address work-related issues and problems.
24. Effectively manage the work activities of a program to meet operational goals of the division.
25. Use logic and reasoning to identify the strengths and weaknesses of alternative approaches, solutions, or conclusions to allow for an effective resolution of the problem.
26. Verbally explain and clarify policies, procedures, and issues for audiences with varying levels of understanding.
27. Identify information, materials, and resources needed to complete a project or assignment.
28. Apply policies and procedures in the completion of work assignments.
29. Effectively lead and utilize interdisciplinary teams to accomplish mission and value goals.

30. Work independently on projects or assignments without close supervision or detailed instructions.
31. Thoroughly review, edit and evaluate written documents to produce quality products.
32. Edit memos and/or letters for proper content, format, grammar, punctuation, and sentence structure.
33. Recognize questions or situations outside the employee's area of responsibility or knowledge and refer to appropriate sources for resolution.
34. Effectively use a calculator for performing basic mathematical computations (e.g., addition, subtraction, multiplication, division, percentages) in order to complete job assignments.
35. Edit reports, policies, and/or procedures for proper content, format, grammar, punctuation, and sentence structure.
36. Review forms for content, accuracy, and completeness.
37. Read written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, and/or analytical reports.
38. Comprehend and interpret information (e.g., laws and regulations), technical data and materials, including standards, procedures, and policies in order to apply information.
39. Provide one-on-one training to facilitate the transfer of specific knowledge and/or skills.
40. Perform basic mathematical computations (e.g., addition, subtraction, multiplication, division, ratios, and percentages) to verify or adjust numerical information (e.g., taxpayer information and claims).
41. Accurately enter data into a computerized database in a timely manner.

## BENEFITS

To learn more about the comprehensive benefit package please visit the CalPERS website at <http://www.calpers.ca.gov>.

## VETERANS' PREFERENCE

Veterans' Preference will not be granted in the examination, as it does not meet the requirements to qualify for Veterans' Preference.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

For additional information regarding this examination, please contact the Franchise Tax Board Examination/Certification Unit at (916) 845-3608.

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

## GENERAL INFORMATION

**The Franchise Tax Board (FTB)** reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the candidate's responsibility for an examination without a written feature** to contact the Franchise Tax Board three weeks after the final filing date if he/she has not received any notification.

**It is the candidate's responsibility for an examination with a written feature** to contact the Franchise Tax Board six weeks after the final filing date if he/she has not received any notification.

**If a candidate's notice was not received** due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the Franchise Tax Board at (916) 845-3608.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Examination Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and/or contact the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <http://www.spb.ca.gov/>.

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. NOTE: For peace officer classifications please refer to the testing department for special requirements.

**Veterans' Preference:** California Law (Government Code 18971-18979) allows the granting of Veterans' Preference in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference will be granted to all competitors who are successful in these types of examinations, and who qualify for and have requested the Veterans' preference by mail. In Open entrance examinations, Veterans' Preference is granted to competitors who achieve a passing score, shall be placed in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.

Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference. Veteran status is verified by CalHR.

**How to Apply for Veterans' Preference:** Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application ([CalHR 1093](#)) which is available at [www.jobs.ca.gov](http://www.jobs.ca.gov) or from CalHR, 1810 16th Street Sacramento, CA 95811 and the Department of Veterans Affairs. For additional information, go to Department of Veterans' Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**Felony Disqualification:** You are disqualified from being employed as a peace officer if: (1) You have been convicted of a felony in California or any other state; (2) you have been convicted of any offense in any other state which would have been a felony if committed in California; (3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; (4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): (1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; (2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; (3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

**TDD** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800- 735-2929 or from voice phone: 1-800-735-2922.

**Franchise Tax Board, Examination/Certification Unit**

**P.O. Box 550, Sacramento, CA 95812-0550**

**Phone: (916) 845-3608**

**Website: [www.ftb.ca.gov](http://www.ftb.ca.gov)**